

WE CLAIM:

1. A computer, located on a network, for effecting the return of a consumer product, the computer being adapted to:

- (a) receive from another computer located on the network consumer information which includes an identification of the consumer product to be returned; and
- 10 (b) transmit to the other computer shipping label data which includes an identification of a destination for the consumer product, selected in accordance with the consumer information, and an identification of a carrier service.

15 2. The computer of claim 1, adapted to store consumer information received from the other computer in a database server.

20 3. The computer of claim 2, wherein the consumer information includes product serial number data.

4. The computer of claim 2, further adapted to receive as components of consumer information consumer name and address information.

25 5. The computer of claim 4, further adapted to transmit user identification information to the other computer.

30 6. The computer of claim 1 wherein said computer is a Web server, the other computer is a client computer, and said network is the Internet.

7. The computer of claim 1, wherein the consumer product is recyclable and the destination is a recycling facility.

5 8. The computer of claim 1, further adapted to receive, as components of the consumer information, information concerning use of the consumer product.

10 9. The computer of claim 7, wherein the consumer product is a laser printer toner cartridge, and wherein the other computer is operably connected to a laser printer.

15 10. A method of effecting consumer product returns over a network comprising:
20 (a) receiving consumer information from a first computer over a network, said consumer information including product type information;
(b) storing the consumer information in a database server;
(c) selecting a destination for said consumer product and carrier service in accordance with the consumer information; and
(d) transmitting shipping label data including an identification of the destination and an identification of the carrier service to said first computer.

30 11. The method of claim 10, wherein said consumer information includes consumer name and address information.

35 12. The method of claim 10, further comprising a step of transmitting user identification information to said first computer.

13. The method of claim 10, wherein said shipping label data transmitted to said first computer is processed by said first computer to print a shipping label at a printer operatively connected to said first 5 computer.

14. The method of claim 10 further comprising a step of transmitting to the other computer a cookie file containing user identification information.

10 15. A first computer operatively connected to a printer, said first computer located on a network linking said first computer with a second computer, and being adapted to:

15 (a) transmit to a second computer consumer information including at least product type information;

20 (b) receive from the second computer shipping label data including an identification of a destination for the consumer product, selected in accordance with the consumer information, and an identification of a carrier service; and

25 (c) transmit shipping label data to the printer to cause the printer print a shipping label.

25 16. A system for effecting return of a consumer product, comprising:

30 (a) a first computer;
(b) a network linking the first computer to a second computer, the second computer adapted to receive consumer information from said first computer over the network and to transmit shipping label data to said first computer;

35 (c) a printer operatively connected to said first computer adapted to print a shipping label; and

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(d) a carrier service adapted to deliver the consumer product to a destination indicated by said shipping label.

5 17. The system of claim 16, further comprising a consumer information database server adapted to store consumer information.

10 18. The system of claim 16, wherein consumer information includes a product serial number.

15 19. The system of claim 16, wherein said consumer product is a printer cartridge and said printer is adapted to utilize said printer cartridge.

20 20. The system of claim 16, wherein said printer cartridge is a recyclable laser printer toner cartridge.

25 21. The system of claim 20, wherein said printer cartridge includes a chip adapted to collect product information.

22. The system of claim 16, wherein the delivery address included in the shipping label data is selected from a finite list by the second computer based on the consumer information.

30 23. Computer code, running on a computer located on a network, for effecting the return of a consumer product, including:

35 (a) code for receiving from another computer located on the network consumer information which includes an identification of the consumer product to be returned;

(b) code for processing the consumer information and generating shipping label data; and

(c) code for transmitting to the other computer shipping label data which includes an identification of a destination for the consumer product, selected in accordance with the consumer information, and an identification of a carrier service.

10 24. The computer code of claim 23, further
including code for storing consumer information
received from the other computer in a database server.

25. The computer code of claim 24, wherein the
15 consumer information includes product serial number
data.

26. The computer code of claim 23, wherein code
for processing includes code for generating shipping
20 label data using consumer name and address information
as inputs.

27. The computer code of claim 23, wherein code
for transmitting includes code for transmitting user
identification and password information to the other
computer.